

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: RECREATION PROGRAM COORDINATOR – MATURE ADULTS
RECREATION DIVISION
PARKS AND RECREATION DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs administrative and professional work in developing, coordinating, and managing programs in assigned area(s) to meet the recreation and leisure needs of the community. Work involves planning, directing, publicizing, supervising, and implementing recreational, cultural, fitness, athletic, life enhancement classes, special events, trips, and programs; planning, organizing, coordinating, and monitoring operations of classes; recruiting, training, supervising, and evaluating performance; performing recordkeeping, reporting, and budgeting; and serving as Programming Coordinator for Mature Adults. Reports to the Recreation Program Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Recreation Program Coordinators perform a variety of administrative and professional work according to assigned work and/or supervisor. Duties may include the following:

Plans, develops, organizes, and supervises senior citizens classes including scheduling, fee setting, participant satisfaction, and instructor facilitating.

Responds to inquiries from the public regarding class content instructor qualifications and logistical questions; resolves disputes; handles parent and participant complaints.

Publicizes and promotes community center activities, sports and fitness classes, and certain special events and trips.

Plans, organizes, and supervises bus trips for senior citizens.

Organizes and assists supervisors with the organization of seasonal special events involving set-up, breakdown, and ensuring that each event is running smoothly and effectively.

Requests requisitions for payment to Instructors and contractors for services provided to Parks and Recreation department; maintains records of payments.

Assists administrative staff with answering telephones and accepting public inquiries at the front desk.

Assists with the maintenance of ball fields to ensure proper and safe playing conditions.

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Prepares annual class, and trip budgets reports for each fiscal year including supplies, instructor payments, supply costs, ticket prices, and associated revenues.

Supervises groups of volunteers for special events and senior classes.

Orders recreational supplies for various activities held at the community center.

Plans trips, classes, and special events including budgeting and organization of event information.

Describes event by creating written descriptions for catalogue, flyer, and newspaper release.

Promotes event by sharing information through mailers; meets potential participants in other events; remains available for interviews; supplies information to mass media and Town information office

Creates bulletin board displays to promote activities.

Coordinates activities with staff members.

Evaluates teachers and effective level of participation in group led activities.

Writes thank-you notes to presenters, volunteers, etc.

Engages volunteers for certain events.

Remain able to perform CPR and use the AED.

Files accident reports when necessary.

Purchase necessary supplies, including refreshments for certain classes and special events.

Attends conferences and meetings of locations outside of building to increase knowledge of the field of senior programs.

Recruits new instructors for up-to-date programs.

Handles disputes or disruptive community members.

Explains procedures and rules effectively.

Communicates concerns regard room set-up, comfort level, schedules, etc. with other staff.

Observes results obtained from classes.

Receives and/or reviews various records and reports such as budget information, e-mail and voice feedback from the public, invoices for services, class logistics from instructors, new trip and event literature, unsolicited ideas about activities from participants, fitness magazines or email newspaper information, and unsolicited criticisms, concerns, or complaints.

Prepares and/or processes various records and reports such as class descriptions and logistics, annual budget reports, letters to bus trip participants, memorandums to instructors and

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contractors, related health and fitness information shared in classes, advertising support, emails to research programs, and correspondence via email.

Refers to Town of Vienna website, Town of Vienna activities' brochures, budget, Internet, magazines/newsletters, suggestions from other coordinators, information from the public, information regarding room and space availability, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as printer, copier, fax machine, computer, etc.

Uses a variety of supplies such as office supplies, etc.; and a variety of computer software such as RecTrac, Internet Explorer, Microsoft Word, Microsoft Outlook, Microsoft Excel, etc.

Interacts and communicates with various groups and individuals such as the Director of Parks and Recreation, Community Center patrons, part-time seasonal employees, contractual instructors, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides customer service to patrons of the Community Center.

Assists maintenance and part-time staff with classroom equipment set-up and break down.

Maintains accurate files and reports of work related actions.

Assists maintenance to ensure the facility is kept clean, neat, and orderly.

Provides directions in and around building upon request.

Remains involved in certain "after hours" Parks and Recreation or community events.

Addresses unexpected disruptions with technology or situations with community members.

Cleans rooms.

Performs general clerical duties as required, including preparing reports and correspondence, copying and filing documents, sending and receiving faxes, answering the telephone, entering computer data, attending meetings, ordering supplies, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree plus two years in leisure services, parks and recreation management, or related field supplemented by one to two years of responsible experience in recreation programming; or an equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities. Must possess a valid state driver's license. Must be able to obtain CPR and First Aid certifications.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers and volunteers and receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, safety and equipment manuals, etc. Requires the ability to prepare reports, records, correspondence, schedules, publicity materials, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in providing staff leadership; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach employees and students. Must be able to communicate effectively and efficiently with persons of various ages, educational and cultural backgrounds and in a variety of technical and/or professional languages including recreation administration, marketing, public relations, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office and specialized machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Parks and Recreation Department as they pertain to the performance of duties of the Recreation Program Coordinator – Mature Adults. Has knowledge of the organization of the Department and of related departments and agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of recreation, art, therapeutic and/or sports programming and event planning, marketing, community relations. Is able to make sound, educated decisions. Has knowledge of administrative principles involved in planning, coordinating, and implementing various programs and related activities. Is able to oversee the work of assigned seasonal staff and volunteers. Is able to offer training and assistance to co-workers, volunteers, co-workers, and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills. Has thorough knowledge of proper English usage, vocabulary, spelling, and basic mathematics. Has knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Is able to perform duties effectively despite infrequent exposure to extreme heat / cold, humidity, violence, machinery hazards, toxic agents, violence, etc. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

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Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.